

# IMPACT

Closing the equity gap in healthcare access

Réduire les inégalités d'accès aux soins de santé

## Innovative Models Promoting Access-to-Care Transformation



# Overall Aims of IMPACT Study

- ▶ To discover what communities, clinicians and policy makers see as regional access priorities for vulnerable individuals
- ▶ To identify the most promising access innovations in primary health care – (and their elements)
- ▶ To use this information to work with communities to design program innovations
- ▶ To study the implementation of these innovations



# The problem with access



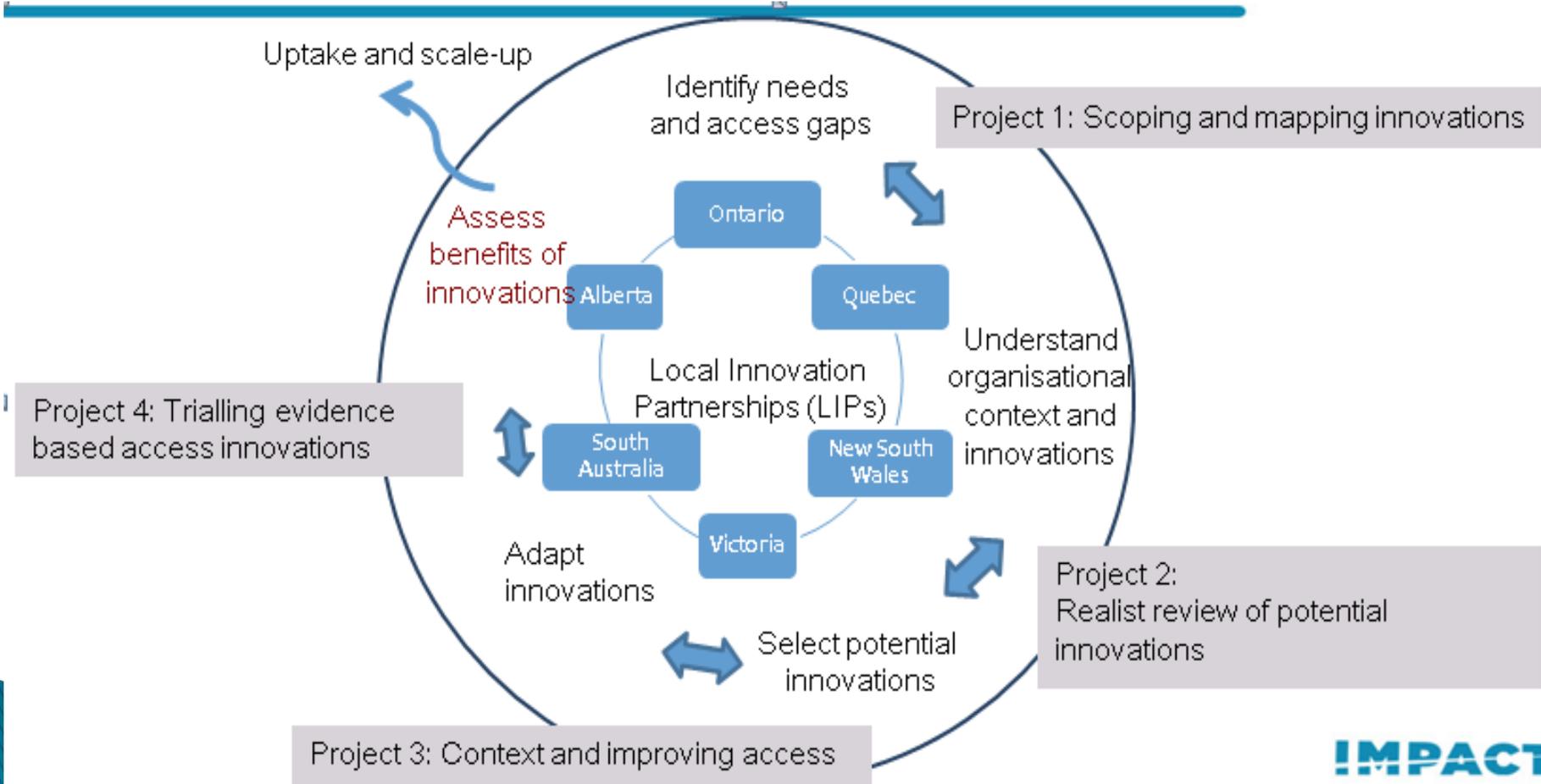
- ▶ It is a major driver of inequity of health care delivery
- ▶ Poor primary care access increases the burden on hospitals
- ▶ It is under-researched
  - *“The research on which to base policy is a labyrinthine mix of qualitative studies, audits and surveys, program evaluations, advocacy, quality improvement projects, nonsystematic topic reviews and opinion pieces....”*

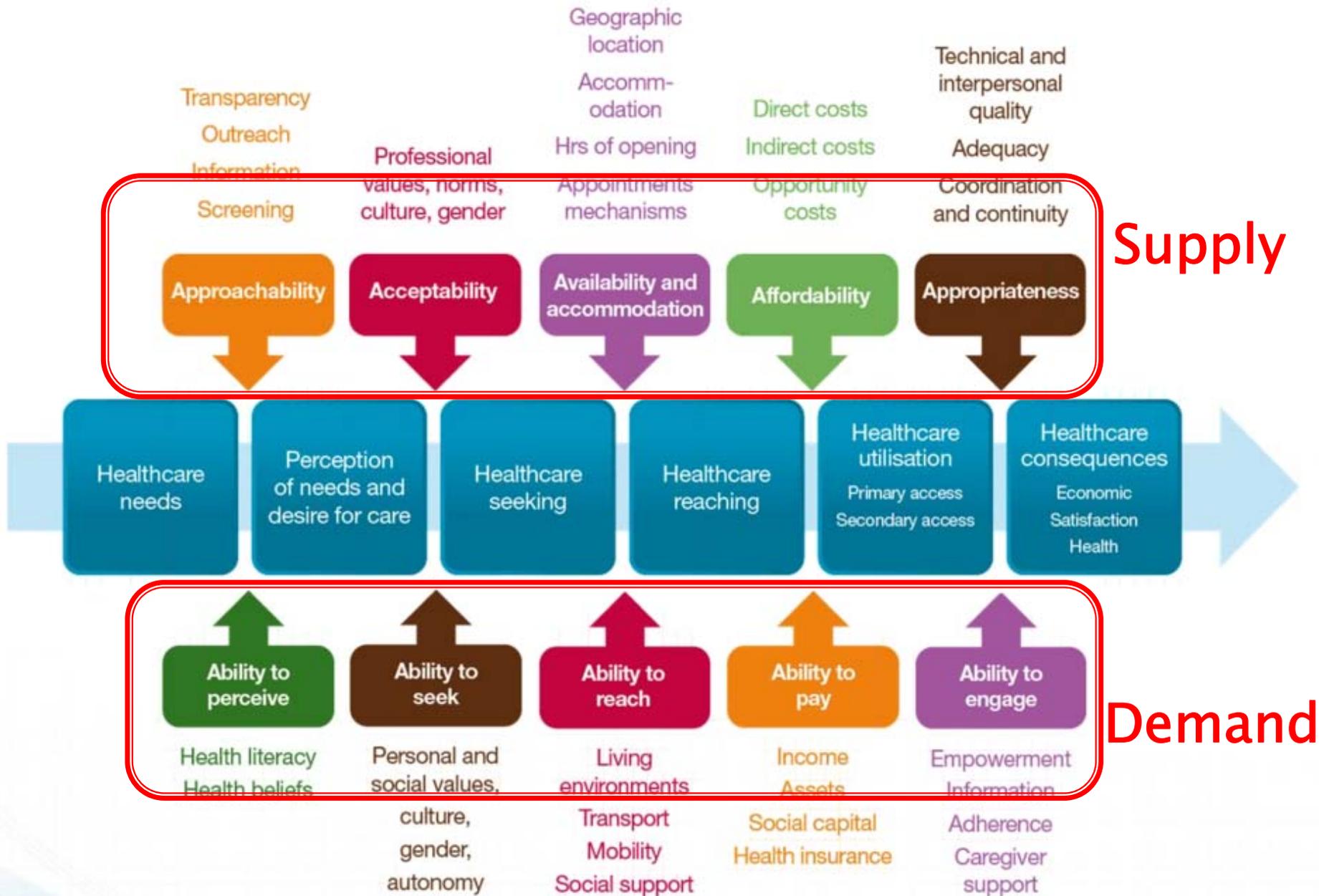
# Primary care and the vulnerable

Consistent link between primary care development and better health for the disadvantaged and reduced health care inequality. *(Shi and Starfield 2003)*



# IMPACT Project



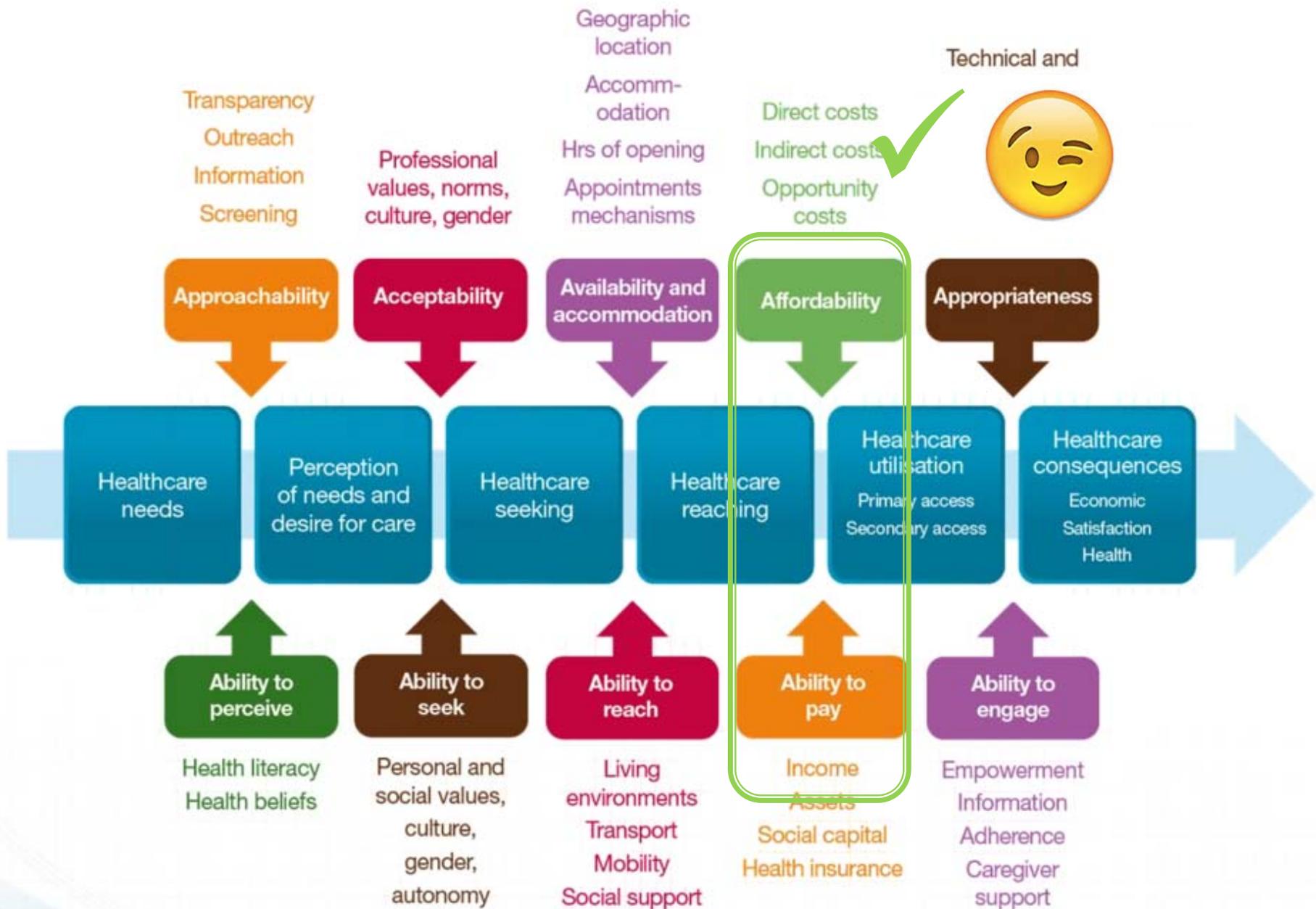


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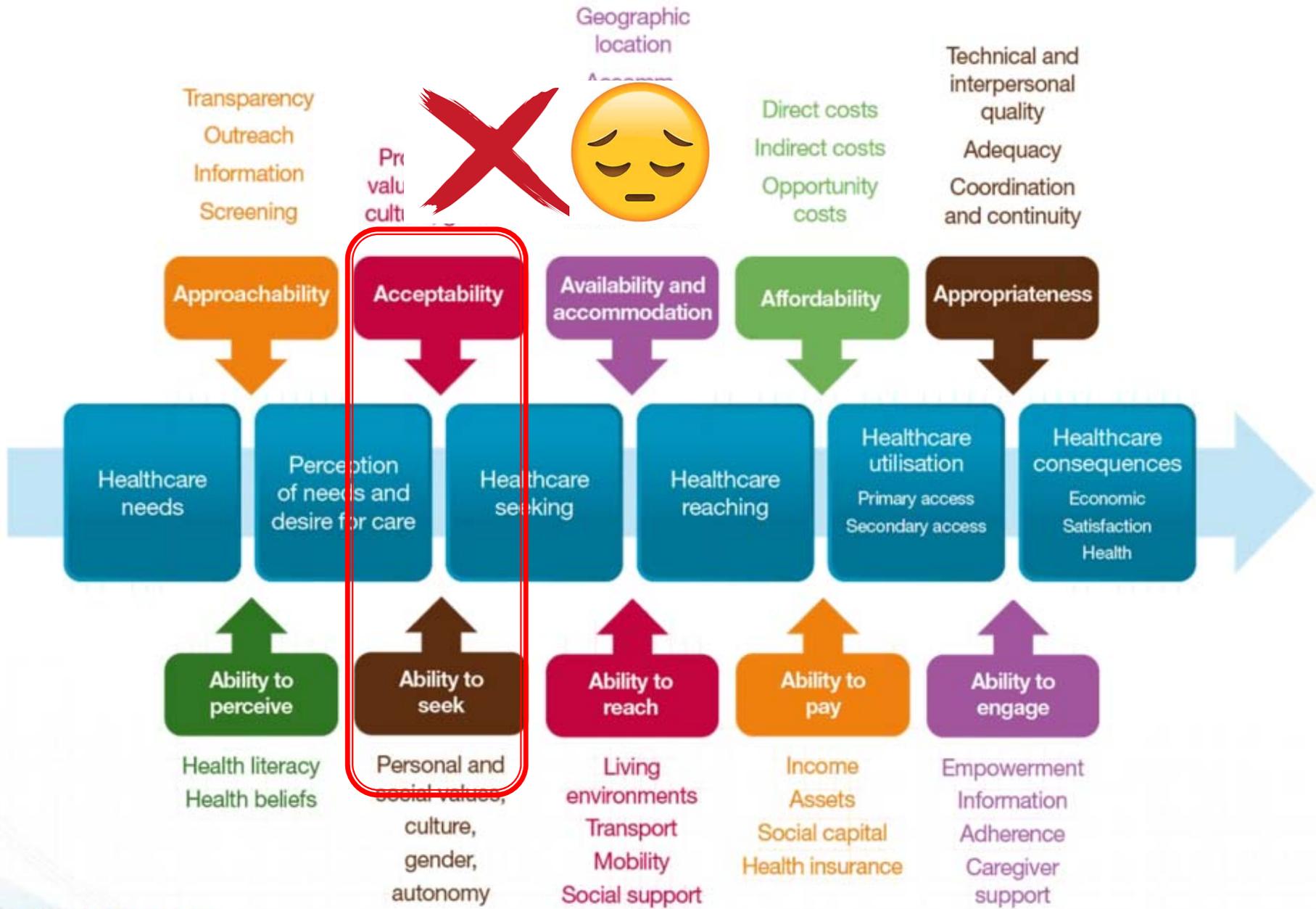


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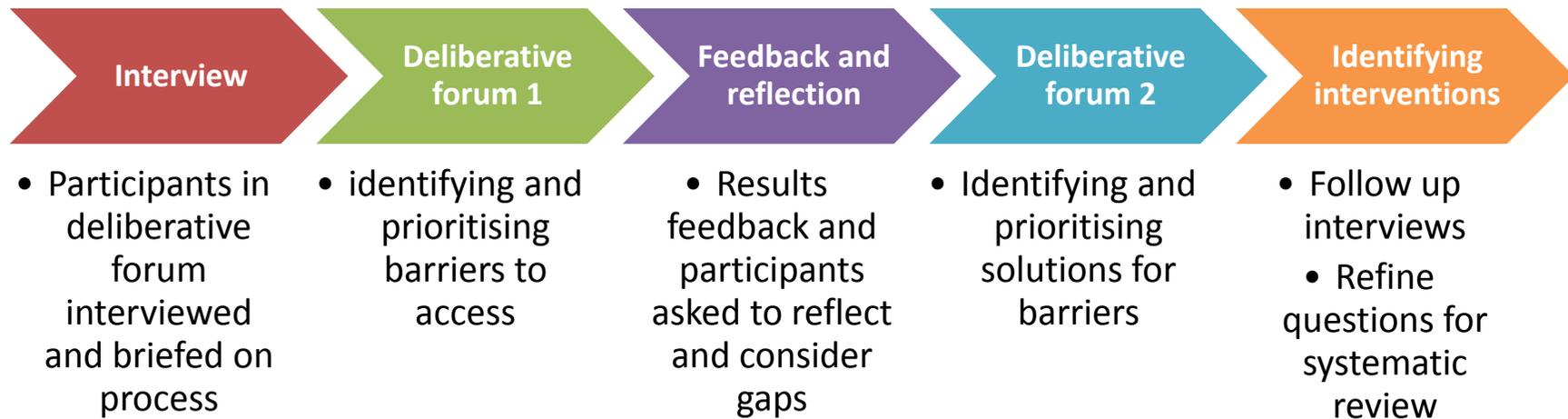
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# South Western Sydney Local Innovation Partnership



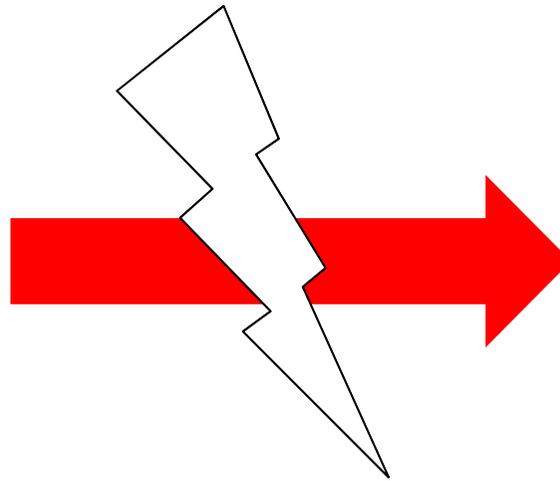
# Deliberative process



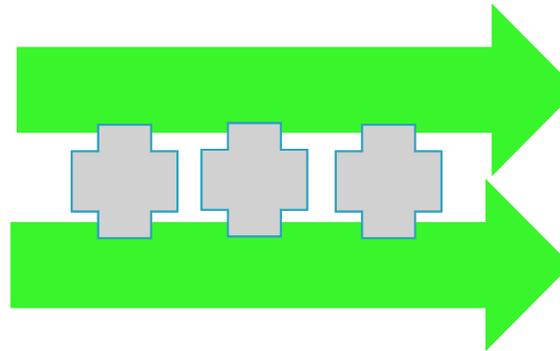
**To assess the evidence on use of electronic, mobile and telehealth interventions to improve access to primary care and support services for vulnerable patients with chronic disease**

# Proposed Intervention

Over use driven by  
poor health literacy



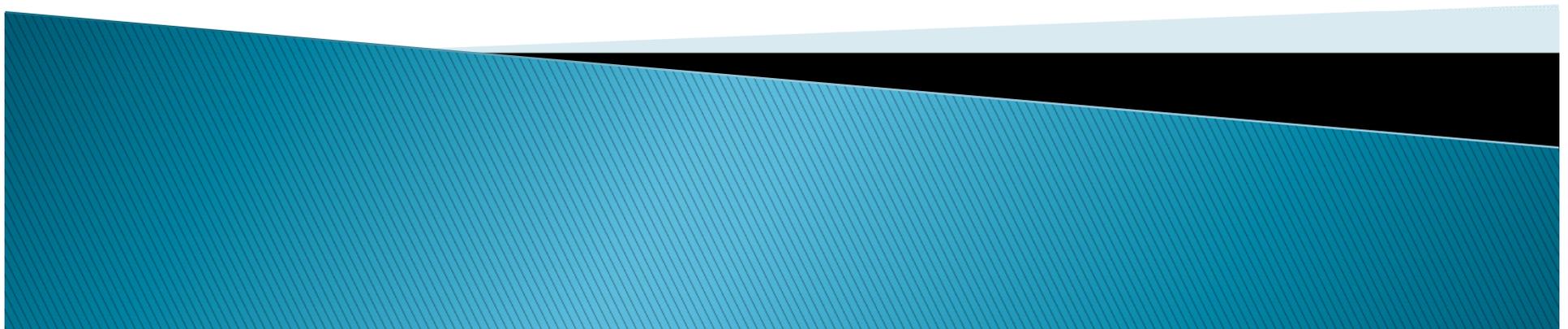
Vulnerable  
population with  
diabetes



Primary care and  
support services

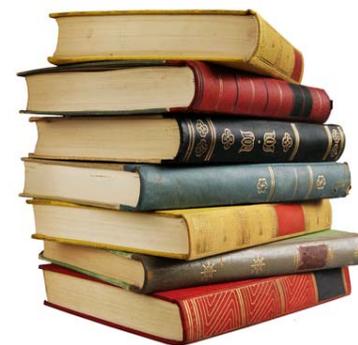


# Realist Literature Review



# Realist Literature Review

- ▶ Aim to analyse pathways of effectiveness for complex interventions
- ▶ Review of black and grey literature
- ▶ Synthesis through the Access and RE-AIM frameworks
- ▶ “The aim is to enable decision-makers to reach a deeper understanding of the intervention and how it can be made to work most effectively” (Pawson et al, 2005)



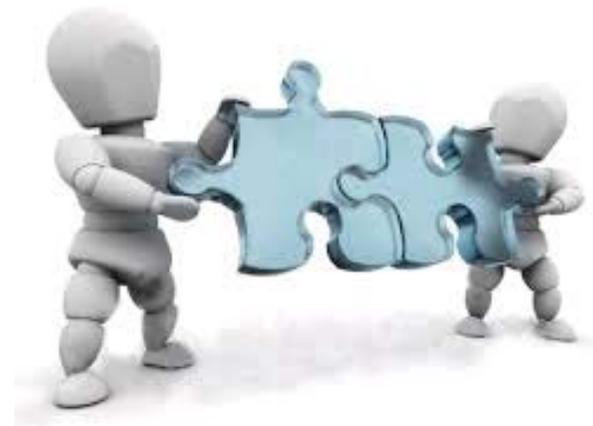
# Review Outcomes

- ▶ Interventions primarily addressed perceived deficiencies in the quality and capacity of existing primary health care services
- ▶ Significant drop out
- ▶ Poor reporting of fidelity
- ▶ Hard to determine efficacy and cost benefit
- ▶ some indication that eHealth and telehealth interventions are acceptable if infrastructure relevant to needs



# Review – implications for practice

- ▶ Use of providers to introduce concept
- ▶ Consider tailored approaches – e.g. translation
- ▶ Consider resource requirements to recruit the target group
- ▶ Ongoing support to be built into the intervention



# Target Group and Recruitment

## Patient target group:

- ▶ Poorly managed T2D

10 GP practices from each of three areas:

- ▶ In rural/semi-rural areas (e.g. Wingecarribee and Wollondilly)
- ▶ In low socioeconomic areas (e.g. Claymore, Airds, Miller)
- ▶ In areas with a high CALD/ refugee population (e.g. Fairfield, Liverpool and Bankstown)



ABORIGINAL HEALTH

AFTER HOURS CARE

AGED CARE

DIABETES SUPPORT TOOL

EHEALTH

EVENTS

HEALTH CONDITIONS

HEALTHY LIVING

IMMUNISATION

MENTAL WELLBEING

MULTICULTURAL AND  
REFUGEE HEALTH

PARTNERS IN RECOVERY

WOMEN'S HEALTH

NDIS FOR CONSUMERS

## Quit smoking

The benefits of quitting smoking are many, and smokers will begin to feel better straight away, as the body begins to repair itself.

Smokers generally find they need to make a few attempts to quit before they quit for good. The more times you try to quit smoking, the more likely it is you will quit for good.

With the right support, smokers can kick the habit for good.

### Where to get help?

#### ☎ Telehealth

- Call the Quitline
  - All Quitlines - 13 78 48
  - NSW Aboriginal Quitline - 13 78 48
  - Arabic Quitline - 1300 7848 03
  - Vietnamese Quitline - 1300 7848 65
  - Chinese Quitline - 1300 7848 36

A telephone interpreter can be arranged for other languages.

#### 📱 Mobile health

- Get the [My QuitBuddy](#) app. The quit buddy helps you quit on your terms. You can set your quit goals, and jump on the forum to talk to other quitters.
- Join [QuitTxt](#) - QuitTXT is an interactive SMS program to help keep you focussed on quitting and staying quit. The text messages are tailored to where you are on your quit journey. If you text a word like STRESS, BORED or SOCIAL you will receive an instant reply with a strategy to deal with the situation. It takes around 5-10 minutes to sign up.

#### 🌐 Web

- Join [IcanQuit](#) - an online community for inspiration and support, track how many cigarettes you smoke and your number of smoke free days, see how much money you can save if you quit
- Download the [Quit Kit](#)

## Find a Health Service

To find a service click on a button below.

-  General Practice >
-  Aboriginal Health Clinic >
-  Pharmacy >
-  Emergency Department >
-  Hospital >
-  Allied Health >
-  More Services >

 **National Health**  
SERVICES DIRECTORY

# Challenges and reflections

- ▶ Organisational change
- ▶ Contextual challenges
- ▶ Getting the time zones right...



# Partners



# Funding Agencies



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# Questions

